**Workflow Template for Order Status Inquiry**  
 Trigger: “Where is my order?”  
   → Data Source: Order Management System (OMS)  
 **Steps:** Parse user input to identify contact number and intent (order status).

Ask: “Is this the same number you used to place your order?”

If No: request the registered email ID.

If the provided email ID doesn’t match our records: request the order ID to locate your order details.

Query OMS for the latest order record (status, tracking number) using the validated identifier.

Fetch shipment details.  
 **Decision Point:** Is the order shipped?  
   **Yes (Shipped):** Provide tracking link and estimated delivery.  
   **No (Not Shipped):** Inform “Your order is being processed; we’ll notify you once it ships.”  
 **Outcome:** User receives up‑to‑date shipment info or a processing update.

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**Workflow Template for Discount Options Inquiry** **Trigger:** “I want a discount” or “Discount”  
   → **Data Source:** Google Sheets – Promotions Database (includes Bank Offers, Shopify Discounts, and Custom Promo Codes)

**Steps:**Parse user intent and discount context (e.g., first-time buyer, specific product, cart value).

Look up relevant offer details from the “Promotions” Google Sheet (offer type, eligibility rules, codes).

Validate user eligibility based on available criteria (e.g., new user, payment method, minimum spend).

**Decision Point:** Is the user eligible for any active offer?  
   **Yes (Eligible):** → Fetch or generate applicable discount code.  
 → Send code with usage instructions (applicable items, expiry, terms).

**No (Not Eligible):** → Apologize and share eligibility criteria (e.g., “Available for orders above ₹999” or “Use XYZ Bank Card”).  
 → Optionally, share alternate offers if available.

**Outcome:** User receives a valid discount code or actionable steps to qualify for one.

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**Workflow Template for Extended Warranty Request** **Trigger:** User enters “6MONTHSMORE” (to claim 6 months additional warranty)  
   → **Data Source:** Warranty Management Service

**Steps:**

Prompt user to upload the original invoice (PDF).

Validate the uploaded invoice format and extract required details (purchase date, product, etc.).(create ticket instead of validating the format)

Create a support ticket in freshdesk for extended warranty registration.

**Decision Point:** Was a valid invoice provided?  
   **Yes:** → Forward details to the warranty team.  
 → Confirm to the user that their 6-month extended warranty request has been received.

**No:** → Prompt the user to re-upload the invoice in a valid PDF format.

**Outcome:**Warranty extension request is either successfully submitted, or the user is guided to correct the submission.

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**Workflow Template for Bulk Orders / Corporate Gifting** **Trigger:** “bulk orders” or “corporate gifting”  
   → **Data Source:** Freshdesk Ticketing System

**Steps:** Parse user intent and prompt for the following details:  
 – Name  
 – Company Name  
 – Minimum Quantity  
 – Budget  
 – Contact Information (Phone/Email)

Create a **ticket in Freshdesk** with all collected details, categorized under “Bulk Order / Corporate Gifting.”

**Decision Point:** Is all basic info complete?  
   **Yes:** → Acknowledge the user: “Thanks! Our team will get in touch shortly.”  
 → Mark the Freshdesk ticket as ready for sales follow-up.

**No:** → Ask follow-up questions to collect missing information.

**Outcome:** A complete ticket is created in Freshdesk for the sales team to take over, and the user receives a confirmation that their request has been logged.

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### **Workflow Template for Store Locator Inquiry**

**Trigger:** “Store location” or “Where is your store?”  
 → **Data Source:** Google Sheet  
 **Steps:**

1. Prompt for user’s pincode or locality.
2. Query locator service for nearest store(s).
3. Format and send address details.  
    **Decision Point:** Is there a store in that pincode?

* **Yes:** Share address, hours, map link.
* **No:** Provide general locator URL or online shopping link.  
   **Outcome:** User learns nearest store location or is directed online.

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**Workflow Template — Talk to Agent (LLM + Freshworks)** **Trigger:** User says “Talk to agent” or bot can't understand the message.  
 → **Data Source:** Freshworks + Google Sheet (Working Hours)

**Steps:**

1. **Check working hours** from Google Sheet.
2. **Ask for contact info** (name, email, phone) if not already available.
3. **Create Freshworks ticket** – Include full chat  
    – Add reason for escalation  
    – Mark if callback is needed
4. **Respond based on working hours:** – **Within hours:** Don’t reply, just raise a ticket for the team  
    – **Outside hours:** Tell user: “We’ll call you back during working hours.”

**Outcome:** User is either silently escalated or promised a callback, and ticket is routed to the team.

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**Workflow Template — Product Issue / Complaint Registration** **Trigger:** User says “Register a complaint” or reports an issue (e.g., “zipper broken”)  
 → **Data Source:** Complaints System + DIY Videos

**Steps:**

Detect the issue.

**If it’s a common issue (like lock reset or zip fix):**  
 → Share the DIY video link:  
 “Here’s a video that might help fix this: [Video Link]”  
 → Ask: “Did this solve the issue?”

**If user says NO:** Ask for:  
 – Size of the bag (Small / Medium / Large)  
 – Invoice (image/PDF)  
 – Photo or video of the issue

**Create a complaint ticket:**  
 – Include all attachments  
 – Add a short AI summary  
 – Add chat transcript link  
  
 → Say: “Your complaint is registered. Ticket ID: #XXXX”

**Outcome:** User either fixes the issue or gets a complaint ticket created.

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**Workflow Template — Influencer Collaboration Inquiry** **Trigger:** User says “I’m an influencer” or “Looking for collab”  
 → **Data Source:** Email (falak@nashermiles.com)

**Steps:**

1. Respond: “Please email **falak@nashermiles.com** for influencer collaborations.”
2. If user asks for a phone number, say:  
    “From the support team, we can only provide the email. The team will respond to you there.”

**Decision Point:** Does the user agree to email?  
 – **Yes:** Confirm: “Great, please email falak@nashermiles.com.” End chat.  
 – **No:** Say: “Please reach out on email for all influencer queries.”

**Outcome:** User is directed to the correct email contact for collaboration.

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**Workflow Template — Payment Issue (Purchased Order Help)** **Trigger:** User selects “Payment Issue” under Purchased Order Help  
 → **Data Source:** Shopify (Order Management System)

**Steps:** Ask:  
 – “Which registered email ID and phone number did you use for this transaction?”

Check if there’s an order in the OMS for the provided email/phone.

**Decision Point 1: Is an order found?** – **Yes:** → Share order ID and order status.  
 → Say: “Your payment of ₹X on [date] was received. Your order is processing.”

– **No:** → Say: “If your payment was debited and you don’t see an order in 1–2 hours, please check back with us.”  
 → **Immediately start polling** the OMS every hour (for up to 8 hours) to check if the order appears.  
 → **Create a ticket** to track the issue and include polling status.

**Follow-up (If user returns after 2 hours and order is still not found):** Ask:  
 – “Please share a screenshot of the debited transaction with the UTR number, amount, and time.”  
 – Confirm their email ID and phone number again.

Update the existing ticket with the new details and escalate for manual review.

**Outcome:** User is either informed about the successful order or guided on the next steps while the order is tracked in the background.

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**Workflow Template — Return / Exchange Request** **Trigger:** User says “Return” or “Exchange”  
 → **Data Source:** Click Post

**Steps:**

1. Ask:  
    “Please share your **Order ID** to start the return or exchange.”
2. Once Order ID is provided:  
    → Generate or customize the **Click Post link** (if applicable)  
    → Share:  
    “Thanks! You can complete your return or exchange here: [ClickPost Link]”

**Outcome:** User gets the return/exchange link after providing the Order ID. No further details are requested in chat.

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**Workflow Template — Order Cancellation** **Trigger:** User says “Cancel my order”  
 → **Data Source:** Order Management System (OMS) / Shopify

**Steps:**

1. Ask for **Order ID**
2. Check order status in OMS

**Decision Point:** Is the order shipped?   
 – **No (Cancellable):** → Ask: “May we know the reason for cancellation?”  
 → Cancel the order  
 → **If COD:** Say: “Your order is cancelled. Since it was Cash on Delivery, no refund is due.”  
 → **If Prepaid:** Say:  
 “Your order is cancelled. Refund will be issued to the original payment method in 24–48 hours.  
 It may take up to 7 banking days to reflect in your statement.”  
 → Create a **cancellation ticket**

– **Yes (Shipped):** → Say: “Your order has already been dispatched. You can request a return once it is delivered.”

**Follow-up: Refund Status Check** **Trigger:** User asks: “Where is my refund?”  
 → Pull refund status from Shopify

→ Respond:  
 “Refund of ₹X was initiated on [date]. It may take up to 7 days to reflect in your account.”

**Outcome:** Order is cancelled if eligible, refund info is shared if requested.

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**Workflow Template — FAQs & Quick Fixes** **Trigger:** User selects “FAQs & Quick Fixes”  
 → **Data Source:** NasherMiles FAQ Page

**Steps:**

1. Present a list of available FAQ topics from the NasherMiles website.
2. Parse the user's selected topic.
3. Retrieve and share the relevant instructions, steps, or information from the website.
4. Share the specific answer,guide or related video link

**Outcome:** User gets the answer instantly or is routed to live support if the topic isn’t listed.

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### **Workflow Template for About Us Inquiry**

**Trigger:** “About Us”  
 → **Data Source:** Company Profile (static)  
 **Steps:**

1. Detect intent.
2. Fetch latest overview (mission, history, stats).
3. Send summary.  
    **Decision Point:** Is profile content current?

* **Yes:** Share mission, founding year, values.
* **No:** “Updating info now—please check our website or come back soon.”  
   **Outcome:** User receives an engaging summary of the company.

—----------------------------------------------------------------------------------------------------------------------------**Workflow Template for Contact Us**

**Trigger:** “Contact Us”  
 → **Data Source:** Contact Directory (static)  
 **Steps:**

1. Recognize selection.
2. Assemble phone, email, hours, social links.
3. Send all or channel‑specific details.  
    **Decision Point:** Did user ask for a specific channel?

* **Yes:** Provide details for that channel only.
* **No:** Provide full set of contact options.  
   **Outcome:** User gets exactly the contact information they need.

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**Workflow Template — Product Information (Consultative Sales)** **Trigger:** User asks about a product (e.g., “Tell me more about the red cabin bag” or “Is this waterproof?”)  
 → **Data Source:** Shopify Product Catalog

**Steps:**

1. Detect product name or keyword from user query.
2. Search Shopify for matching product(s).
3. Retrieve key product info:  
    – Features  
    – Size & dimensions  
    – Material  
    – Weight  
    – Warranty  
    – Available colors/variants  
    – Price
4. Share product details in a helpful, conversational tone.

**Decision Point:** Is product found in Shopify?  
 – **Yes:** Share the info and the product link  
 – **No:** Say: “I couldn’t find the item you were referring to.” Offer alternative products

**Outcome:** User receives detailed, helpful product info to guide their purchase decision.

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**Workflow Template — DIY Repair Videos (Locks & Common Issues)** **Trigger:** User asks for help with a repair (e.g., “I want to reset my lock” / “I forgot my lock code”)  
 → **Data Source:** DIY Video Library (hosted on YouTube or internal)

**Steps:**

1. Detect issue type (e.g., lock reset, forgotten code, handle, wheel).
2. Match with the appropriate video tutorial.
3. Share the relevant video link. Example responses:  
    – “Here’s how to reset your TSA lock: [Video Link]”  
    – “Forgot your lock code? This video will help: [Video Link]”  
    – “For handle/wheel repair, watch this: [Video Link]”

**Decision Point:** Is a matching video available?  
 – **Yes:** Share video + ask “Let me know if you need further help.”  
 – **No:** Say “We don’t have a video for this yet. Would you like to speak to an agent?”

**Outcome:** User receives a quick self-service repair guide or is routed to support if needed.

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